

RECEIVED

2004 DEC 21 PM 4:16

BellSouth Telecommunications, Inc  
333 Commerce Street  
Suite 2101  
Nashville, TN 37201-3300

guy.hicks@bellsouth.com

T.R.A. DOCKET ROOM  
December 21, 2004

Guy M. Hicks  
General Counsel

615 214 6301  
Fax 615 214 7406

VIA HAND DELIVERY

Hon. Pat Miller, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37238

Re. *BellSouth's Motion For The Establishment Of A New Performance Assurance Plan*  
Docket 04-00150

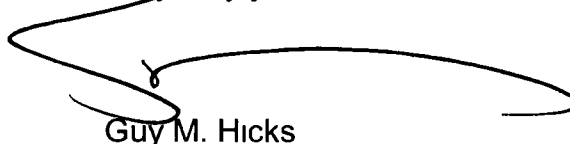
Dear Chairman Miller:

Enclosed for filing please find revisions to BellSouth's proposed plan, which BellSouth is filing to refresh the record in this matter.

While CLECs throughout the region have already been made aware of these revisions to the proposed plan, BellSouth wanted to ensure that they are part of the record in Tennessee during the discovery phase of this docket. BellSouth believes there is ample time to address any questions regarding these revisions during the second round of discovery in this matter, or, in the alternative, will agree to respond to a separate, additional rediscovery set addressing these revisions.

Copies of the enclosed are being provided to counsel of record.

Very truly yours,



Guy M. Hicks

GMH:ch

## Introduction

The BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's wholesale customers. The SQM was developed to respond to the requirements of the Communications Act of 1996 Section 251 (96 Act) which required BellSouth to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)<sup>1</sup>. The reports produced by the SQM provide regulators, CLECs and BellSouth the information necessary to monitor the delivery of non-discriminatory access.

This plan results from the many divergent forces evolving from the 96 Act. This specific SQM is based on Order No. (to be determined) in TRA Docket No. 97-00309 04-00150 dated (to be determined)

The SQM and the reports flowing from it must change to reflect the dynamic requirements of the industry. New measurements are added as new products, systems, and processes are developed and fielded. New products and services are added as the markets develop and the processes stabilize. The measurements will be changed to reflect the dynamic changes described above and to correct errors, respond to 3<sup>rd</sup> Party audits, Orders of the TRA, FCC and the appropriate Courts of Law.

Upon a particular Commission's issuance of an Order pertaining to Performance Measurements or Remedy Plans in a proceeding expressly applicable to all CLECs, BellSouth shall implement such performance measures and remedy plans covering its performance for the CLECs, as well as any changes to those plans ordered by the Commission, on the date specified by the Commission. If a change of law relieves BellSouth of the obligations to provide any UNE or UNE combination pursuant to Section 251 of the Act, then upon providing the Commission with 30 days written notice, BellSouth may cease reporting data or paying remedies in accordance with the change of law. Performance measurements and remedy plans that have been ordered by the Commission can currently be accessed via the Internet on BellSouth's PMAP website (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder. Should there be any difference between the performance measurement and remedy plans on BellSouth's website and the plans the Commission has approved as filed in compliance with its orders, the Commission-approved compliance plan will supersede as of its effective date.

BellSouth may disregard performance data to the extent such data has been impacted by a force majeure event as that term is defined in the most recent version of BellSouth's standard interconnection agreement.

This document is intended for use by someone with knowledge of the telecommunications industry, information technologies and a functional knowledge of the subject areas covered by BellSouth Performance Measurements and the reports that flow from them.

---

<sup>1</sup>Alternative Local Exchange Companies (ALEC) and Competing Local Providers (CLP) are referred to as Competitive Local Exchange Carriers (CLEC) in this document

# A: Fee Schedule

**Table 1: Liquidated Damages For Tier-1 Measures**

Performance Measurement	Standard Performance		Low Performance	
	Per Affected Item	Per Affected Item	Per Affected Item	Per Affected Item
	Month 1	Month 2	Month 1	Month 2
OSS/Pre-Ordering	\$10	\$13	\$20	\$30
Ordering	\$20	\$25	\$40	\$50
Provisioning - Resale	\$45	\$56	\$100	\$125
Provisioning UNE	\$95	\$119	\$400	\$450
Provisioning - UNEP	\$40	\$50	\$400	\$450
Maintenance and Repair - Resale	\$45	\$56	\$100	\$125
Maintenance and Repair UNE	\$35	\$44	\$400	\$450
Maintenance and Repair - UNEP	\$25	\$31	\$400	\$450
LNP	\$95	\$119	\$150	\$250
Billing – BIA	\$0.02*	\$0.025*	\$1.00	\$1.00
Billing – BIT	\$5	\$7	<del>\$1,000</del>	<del>\$1,000</del>
IC Trunks	\$25	\$31	\$100	\$125
Collocation	\$3,640	\$4,550	\$5000	\$5000
Service Order Accuracy	\$20	\$25	<del>\$500</del>	\$50

\*Reflects percent interest to be paid on adjusted amounts

**Table 2: Liquidated Damages For Tier-2 Measures**

Performance Measurement	Standard Performance	Low Performance
	Per Affected Item	Per Affected Item
OSS/Pre-Ordering	\$15	\$20
Ordering	\$30	\$60
Provisioning - Resale	\$68	\$300
Provisioning - UNE	\$143	\$875
Provisioning - UNEP	\$60	\$875
Maintenance and Repair - Resale	\$68	\$300
Maintenance and Repair – UNE	\$53	\$875
Maintenance and Repair - UNEP	\$38	\$875
Billing – BIA	\$0.03*	\$1.00
Billing – BIT	\$8	<del>\$1,000</del>
LNP	<del>\$150</del> 143	\$500
IC Trunks	<del>\$75</del> 38	\$500
Collocation	\$5460	\$15,000
Change Management	\$1000	\$1000
Service Order Accuracy	\$30	\$50

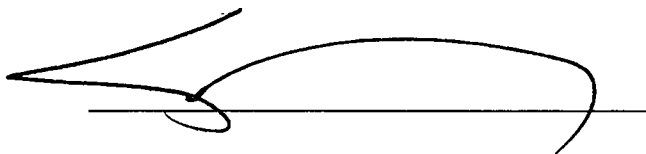
\*Reflects percent interest to be paid on adjusted amounts

### CERTIFICATE OF SERVICE

I hereby certify that on December 21, 2004, a copy of the foregoing document was served on the following, via hand delivery, facsimile, overnight, electronic mail or US Mail, addressed as follows:

- ☐ Hand
- ☐ Mail
- ☐ Facsimile
- ☐ Overnight
- ☒ Electronic

Henry Walker, Esquire  
Boult, Cummings, et al.  
P. O. Box 198062  
Nashville, TN 37219-8062  
[hwalker@boultcummings.com](mailto:hwalker@boultcummings.com)

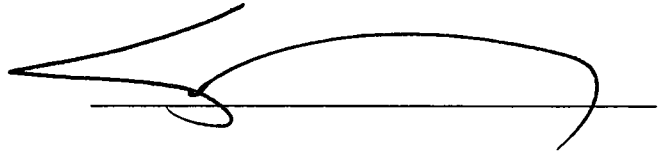
A handwritten signature in black ink, appearing to be "H. Walker", is written over a horizontal line.

**CERTIFICATE OF SERVICE**

I hereby certify that on December 21, 2004, a copy of the foregoing document was served on the following, via hand delivery, facsimile, overnight, electronic mail or US Mail, addressed as follows:

- ☐ Hand
- ☐ Mail
- ☐ Facsimile
- ☐ Overnight
- ☒ Electronic

Henry Walker, Esquire  
Boult, Cummings, et al.  
P. O. Box 198062  
Nashville, TN 37219-8062  
[hwalker@boultcummings.com](mailto:hwalker@boultcummings.com)

A handwritten signature in black ink, appearing to be "Henry Walker", is written over a horizontal line.